City of Cincinnati

Yvette Simpson
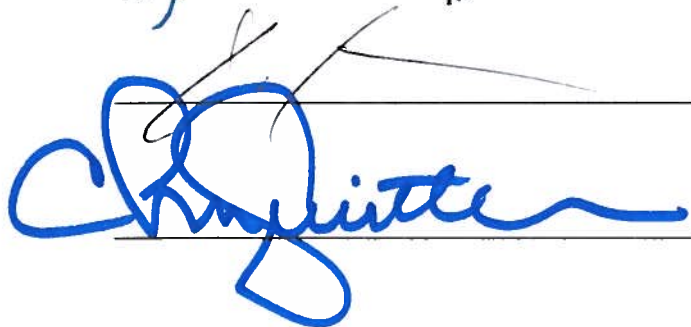*Councilmember*

2015000091

January 14, 2015

MOTION

WE MOVE that the Administration prepare a report outlining the feasibility, process, and cost associated with creating an escalation system for the City's Public Services Customer Service Request System.

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Councilmember Yvette Simpson

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PG Sittenfeld

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Amy Y. Murray

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Statement

Recently, residents have complained that their Customer Service Requests (CSR) have been closed prior to or without the matter being resolved. The current CSR method does not allow residents to add a comment or inquire about an existing CSR item that has been closed without creating a new CSR item.

There is an opportunity to create a feature that would allow additional information to be received by Public Services regarding an existing CSR without creating a new request. A customer escalation feature is an option that would allow a citizen who would like additional attention to their CSR item or to speak with someone at a higher level within the City to resolve the issue.